Office of the Mayor
MEMORANDUM
Office of Performance, Strategy and Innovation

DATE: September 23, 2017

TO: G.T. Bynum, Mayor
               Jack Blair, Chief of Staff

FROM: James Wagner

SUBJECT: TulStat Post-Meeting Memo – Parks, Planning, Engineering Services

Strategic Goal Areas: **The City Experience**

On September 22, 2017, the Office of Performance Strategy and Innovation hosted a TulStat session with the Parks, Planning and Development, Engineering Services, and Streets and Stormwater to discuss performance metrics. The purpose of this meeting was to share how data informs operations and to discuss strategies that move toward desired outcomes. Data was presented by department leadership and discussed with the Mayor's Office, the Office of Performance Strategy and Innovation, and internal-serving department leadership.

Presenting Parties – Tulsa Fire Department:

Attendees Present:

G.T. Bynum, Mayor	**Paul Zachary, Eng Svcs**	**Gary Hamer, Finance**
Jack Blair, Chief of Staff	**Matt Liechti, Eng Svcs**	**Michael Radoff, Customer Care**
Amy Brown, Deputy Chief of Staff	**Henry Som de Cerff, Eng Svcs**	**Kim MacLeod, Communications**
James Wagner, OPSI	**Maureen Turner, Streets**	**Cathy Criswell, City Auditor**
Penny Macias, OPSI	**Kurt Kraft, Streets**	
	Lucy Dolman, Parks	

Meeting Agenda
   1. Follow-up Items from Previous Meeting (Department Leaders)
   2. Discuss outcomes and purpose (OPSI)
   3. Presentations – What story is the data telling us? (Department Leaders)
   4. Discussion - Strategies (ALL)
   5. Follow-up Plan (OPSI)

175 E. 2nd St. • Tulsa, OK 74103 • Office 918.596.7411 • Fax 918.596.9010
Email: Mayor@cityoftulsa.org
www.cityoftulsa.org

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Presentation & Discussion

Parks
Lucy Dolman: Overall the property values do increase when they're located close to parks. People value green space. There are a couple of places where property values didn't increase. Graph 1 shows property values located 100 feet from a park.

Goal for Parks is to maintain existing parks. Park levels don't really matter on the property values. In other words, park amenities don't really impact property values. So instead of adding more amenities, we just need to focus on maintaining the amenities we already have.

Current strategy of counting park attendees: software products to count park participants. Hurdle is cost. The majority of those using our programs are from Tulsa with several from suburban neighborhoods.

Streets & Stormwater

Kurt Kraft: Traffic crashes result in property damage, injury, and sometimes fatalities. The goal is to reduce fatalities by 15%. Chart 1 is over a 5 year period and is a weighted average to determine which intersection experiences the most crashes. Last time we met, we said we were going to rank the top 50 crash locations, next time we'll analyze them (November 2017). We'll look for low cost solutions (March 2018).

Maureen Turner: We have a lot of contamination in our recycling. We've found that large recycling carts allow for greater contamination. Our contamination rate varies between 22%-36%. Contamination costs the City money to process haul and dispose. Our goal is to get it down to 15%. We don't have any penalties for contamination.

Current system: 3 strikes you're out. 1. We tag it. 2. We give them education pieces and call them. 3. We pull the court and offer them to go through a course to get their cart back. 1,015 carts have been pulled since the start of this program and 5 carts have been returned to the owner.

Three Human Centered Design Strategies:
1. Separate place (bag) that can go next to the trash bin to make it more accessible.
2. Revisiting our messaging about plastics to be more specific.
3. Increase the personal connections – hired a bilingual community involvement coordinator

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Analyze and implement low cost traffic safety solutions and test to see what works	Kurt Kraft
Compare our traffic crash rate to peer cities	Kurt Kraft
Creation of multi-disciplinary team (INCOG, traffic, engineering services, police) to regularly evaluate traffic safety	Kurt Kraft
Analysis of our liquidated damages policy. Are we putting enough incentive for contractors to avoid paying LD?	Henry Som de Cerff
How can we better understand trade-offs with routine/preventative investment vs. rehab?	Matt Liechti
Status of model to prioritize street projects	Matt Liechti

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